

Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Research is very important, because sometimes we see choppy video while we use VRS. If we can get clear, smooth transmission, this would save us a lot of time because this would reduce unnecessary repetition and misunderstanding.

Furthermore, I am quite disappointed that on weekends, the starting time hours of operation are MUCH later than normal on weekdays. Furthermore, we need to KEEP our video relay employees to be well compensated so that they don't either quit or leave for other jobs. It is rather disconcerting when we have problems with VRS because we rely heavily on it for our everyday telecommunication needs both at home and at work; without it, our lives wouldn't have the kind of quality that the hearing community has. This system has done a great deal for me in my employment and at home as well. Lastly, we desperately need additional operators because the waiting times as well as the quality of service is beginning to suffer as the number of VRS users is growing.

Thank you for listening!!  
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